

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Michelle Ballard, and I am trying to figure out, uh... I need to see a physician. I've never used this Benefits in a Card before, if you could help walk me through it? Sure thing. I do want to clarify, you don't have Benefits in a Card. That's the actual name of our company. We don't own any of the services. They're actually through your staffing company. Do you know the name of the plan you're currently on? Well, let's take a look here.... Is it A-P-L? Okay. So bear with me one moment. To locate a doctor, you have to speak with the network provider, which for your plan is going to be on a multi-plan network, so I'll have to get you transferred over to them. Do you want me to give you their phone number before I do that? Sure. Okay. Their phone number is going to be 800-457-1403. And who is this you're sending me to? The multi-plan network provider. So, at Benefits in a Card, you can't tell me what benefits I have? I can't, ma'am. I apologize if I misunderstood. I thought you were looking to locate a physician that you can go to with your carriers. Well, yes and no. Uh, uh, like I said, I've not used this insurance before, so I'm just concerned how it works and how I find a provider that's in the network and what it covers. Sure. What staffing company do you work with? Pardon me? Which staffing company are you employed with? Focus. What are the last four of the Social? 5579. Please verify your mailing address and date of birth to make sure I have the right account. 33401 South State Route T, Arkay, Missouri. I'm going to ask you, miss, your date of birth, if you'd be so kind. Oh, 4/26/1968. We have the export number 4172490085? Correct. We have your email address, M-I-C-H-B 1492@yahoo.com? Yes. And is the benefits you're currently employed under or active on require network? The medical plan for BAP Classic, it is a PPO-limited plan. Your carrier will pay a certifi- an certain amount for the benefits depending on which service it is that you're getting. And then your vision and your dental works the same way, so as long as the office or physician's office that you're going to works with your carriers, you're good to go. You don't have any network requirement with them. Okay. So do I have to see a particular doctor? No, ma'am. No network requirement means that you're free to go anywhere as long as they do take your insurance. And do you know who takes this insurance? Unfortunately, we do not due to the fact that we work with multiple different staffing companies in the country. We don't have that list- Mm-hmm. Okay. ... especially because they're different states. Okay. So I tried to use this Walmart Virtual Care, only to find out that you guys aren't even with Walmart anymore. It sounds like they quit their contract with you back in September, but yet I didn't even get this insurance until October. So are you with another, uh, company for virtual healthcare? No, ma'am. So I'm not sure if it's maybe their employees didn't have the right information, but they're supposed to still be the virtual carrier all the way to the end of this month. Okay. Well, we'll call them back.

Thank you. Of course. Were there any other questions you had in regards to using your benefits? Hmm, nope. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. My name is Michelle Ballard, and I am trying to figure out, uh... I need to see a physician. I've never used this Benefits in a Card before, if you could help walk me through it?

Speaker speaker_1: Sure thing. I do want to clarify, you don't have Benefits in a Card. That's the actual name of our company. We don't own any of the services. They're actually through your staffing company. Do you know the name of the plan you're currently on?

Speaker speaker_2: Well, let's take a look here.... Is it A-P-L?

Speaker speaker_1: Okay. So bear with me one moment. To locate a doctor, you have to speak with the network provider, which for your plan is going to be on a multi-plan network, so I'll have to get you transferred over to them. Do you want me to give you their phone number before I do that?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. Their phone number is going to be 800-457-1403.

Speaker speaker_2: And who is this you're sending me to?

Speaker speaker_1: The multi-plan network provider.

Speaker speaker_2: So, at Benefits in a Card, you can't tell me what benefits I have?

Speaker speaker_1: I can't, ma'am. I apologize if I misunderstood. I thought you were looking to locate a physician that you can go to with your carriers.

Speaker speaker_2: Well, yes and no. Uh, uh, like I said, I've not used this insurance before, so I'm just concerned how it works and how I find a provider that's in the network and what it covers.

Speaker speaker_1: Sure. What staffing company do you work with?

Speaker speaker_2: Pardon me?

Speaker speaker_1: Which staffing company are you employed with?

Speaker speaker_2: Focus.

Speaker speaker_1: What are the last four of the Social?

Speaker speaker_2: 5579.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker_2: 33401 South State Route T, Arkay, Missouri.

Speaker speaker_1: I'm going to ask you, miss, your date of birth, if you'd be so kind.

Speaker speaker_2: Oh, 4/26/1968.

Speaker speaker_1: We have the export number 4172490085?

Speaker speaker_2: Correct.

Speaker speaker_1: We have your email address, M-I-C-H-B 1492@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And is the benefits you're currently employed under or active on require network? The medical plan for BAP Classic, it is a PPO-limited plan. Your carrier will pay a certifi- an certain amount for the benefits depending on which service it is that you're getting. And then your vision and your dental works the same way, so as long as the office or physician's office that you're going to works with your carriers, you're good to go. You don't have any network requirement with them.

Speaker speaker_2: Okay. So do I have to see a particular doctor?

Speaker speaker_1: No, ma'am. No network requirement means that you're free to go anywhere as long as they do take your insurance.

Speaker speaker_2: And do you know who takes this insurance?

Speaker speaker_1: Unfortunately, we do not due to the fact that we work with multiple different staffing companies in the country. We don't have that list-

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: ... especially because they're different states.

Speaker speaker_2: Okay. So I tried to use this Walmart Virtual Care, only to find out that you guys aren't even with Walmart anymore. It sounds like they quit their contract with you back in September, but yet I didn't even get this insurance until October. So are you with another, uh, company for virtual healthcare?

Speaker speaker_1: No, ma'am. So I'm not sure if it's maybe their employees didn't have the right information, but they're supposed to still be the virtual carrier all the way to the end of this month.

Speaker speaker_2: Okay. Well, we'll call them back. Thank you.

Speaker speaker_1: Of course. Were there any other questions you had in regards to using your benefits?

Speaker speaker_2: Hmm, nope. Thank you.